JASON CROWLEY

[redacted]

PERSONAL PROFILE

A dedicated and resourceful community leader with comprehensive experience and critical success in the areas of strategic leadership, strategic planning, urban policing, operational and emergency management with the Windsor Police Service. A collaborative and decisive leader with an excellent understanding and execution of the WPS mandate and vision who can successfully direct the implementation of legislative policies, procedures, and corporate strategies and inspire, manage and motivate individuals at all organizational levels to achieve excellence. A champion for organizational effectiveness and excellence with a proven track record of achieving a higher quality and more cost effective police service for optimal community civilian rights protection and public safety and maintaining a visible and highly respected profile for WPS.

Able to present and initiate programs and processes as a member of several community based committees, and a liaison with City Counsellors. Provides expertise in guiding and directing personnel, evaluating performance standards, and leading career development for the betterment of the officers and an engagement focused organizational culture. Possess a proven ability to effectively act in critical situations and effectively implement action plans as a Critical Incident Commander. Holds strong values of accountability, open communication, diligence, ethics, equitability, and integrity.

AREAS OF EXPERTISE

- Community Based Policing & Quality Service Delivery
- Public Safety Requirements and Priority Planning
- Collaboration and Liaison with Community Stakeholders and Media
- Business Acumen, Resource Utilization and Financial Planning
- Planning and Implementation of Positive Change & Strategic Foresight and Development
- Performance Management & Operational Efficiency
- Emergency Response
- Development and Evaluation of Policies and Procedures
- Teambuilding, Team Development & Success Through Teamwork
- Change Management and Policing Technology
- Labour Relations and Workforce Development

LEADERSHIP PROFILE

IMPLEMENTING THE VISION

- **Developed a strategy to collect and analyze overdose data and design a service delivery model for recurring victims** in collaboration with the WPS COAST (Community Outreach and Support Team), EMS and the Health Unit. Currently developing a strategy with EMS and the Health Unit to collate all data to develop an optimal multi-faceted service delivery model amongst involved agencies and design a 'heat map' for overdose calls.

OPERATIONAL EFFECTIVENESS

- **Improved public safety and community satisfaction with the development and implementation of Problem Oriented Police (POP) Unit.** Developed business case for stand alone unit to address community concerns of unlawful behaviour in the downtown core. Implementation resulted in increased community satisfaction and significant crime reduction.
- **Executed and managed the adaption and daily operation of a new progressive patrol charge filing standards** through implementing new training standards for over 200 patrol officers.

LEADERSHIP PROFILE (continued)

STRATEGIC MANAGEMENT

- **Developed an action plan that increased road public and safety and decreased motor vehicle collisions**. Recognized an increase in motor vehicle collisions and implemented a tactical plan to have officers from each platoon to receive updated radar training, and second, identified lower call volume times where units could be deployed in an enforcement capacity, and third, dedicated officers in areas in the city with known traffic hazards.

BUSINESS CASE DEVELOPMENT

- **Created a business case to improve service delivery by combining existing units and non-deployable officers** to increase officer capacity and provide meaningful, transitional work. Patrol Support Unit was implemented and continues to be the model employed.

LEADERSHIP & PERSONNEL ENGAGEMENT

- **Instituted an employee engagement process that had built loyalty and trust and cultivated a cohesive team environment.** This strategy employed a situational, participatory and transformational leadership style that implements coaching, motivation and support mechanisms, team building activities, and goal setting as well as celebrating small victories to gain momentum and build new behaviours in the unit.

TEAM BUILDING & BRAND REPUTATION

- **Implemented 'Lead by Example' initiatives that increased unit effectiveness, improved service delivery to the community and organizational commitment.** Successfully communicated the importance of the unit's functions and value to the organization as well as teamwork. The plan resulted in improved scheduling, equipment, and changes to administrative efficiencies.

COMMUNITY LEADERSHIP

- **Initiated the "Coffee with a Cop" program by recognizing the need to improve community relations and rapport with familiar faces, dialogue, trust, and involvement.** Attained memberships with multiple committees to raise profile of Windsor Police Service and resolve community problems. Developed a strong relationship with New Canadians' Centre of Excellence and helped organize international youth symposium.

COMMUNITY PROGRAMS

- **Rebranded and re-established an underutilized community mobilization program** in 2017 with the goals of decreasing youth crime and increasing community independence. Awarded a Ministry of Community Safety and Correctional Services grant ($1.2M) to coordinate unit training as Community Mobilization Officers with current program ongoing through 2019.

PROFESSIONAL EXPERIENCE

Windsor Police Services, Windsor ON 1993 - Present

Interim Deputy Chief – Operations **2022 – Present**

Promoted to Interim Deputy Chief in May of 2022, reporting directly to the Chief of Police and the Windsor Police Services Board. Managing four Superintendents as direct reports and oversees all operations for the Windsor Police Service.

Superintendent – Investigation Services **2018 – 2022**

Reporting directly to the Deputy Chief of Operations and overseeing the entire Investigation Services Division, which includes Major Crime, Property Crime, Financial Crime, Drugs and Guns Unit, Forensic Identification Unit and Intelligence. Managing 2 Inspectors as direct reports and responsible for the overall discipline, deportment and adherence to policy and procedure throughout Investigations Services. Ensuring that deployment model is effective and efficient and initiating action in the attainment of strategic organizational goals.

Key Achievements:

Emergency Response

- Execute role of Certified Critical Incident Commander.
- Oversee WPS Critical Incident Command Program.
- Improved coordination of Incident Management System for WPS members.
- Development of policy for Emergency Response
- Implemented Incident Command (IC) Courses (Levels 100, 200 and 300) for WPS personnel.
- Active member of Ontario Chiefs of Police Emergency Preparedness Committee.
- Active member of Ontario Chiefs of Police Emergency Preparedness Pandemic Sub-Committee

Police Technology

- Developed a strategy to collect and analyze overdose data and design a service delivery model for recurring victims in collaboration with the WPS COAST (Community Outreach and Support Team), EMS and the Health Unit.
- Optimized data collection to track overdose occurrences using WPS RMS and Computer Aided Dispatching (CAD) system and to create automated reports.
- Oversaw local implementation of provincial partners electronic communications interception hub model partnering with five other police agencies in the Province.
- Increased efficiency in charge processing working closely with Data Entry/Charge Processing Civilian Director/Manager.

Liaison, Partnerships and Community Engagement

- Liaison with outside law enforcement agencies, government agencies and community leaders.
- Liaison with judicial partners as required.
- Active participant in WPS community events and community partner's events.

Inspector – Patrol Response **2016 - 2018**

Reported directly to the Superintendent of Patrol Response, oversaw over 200 uniform police officers and 30 supervisors, manning daily operations and administration of personnel, equipment, policies, and procedures with a focus on quality service delivery to the community with the largest unit within the Windsor Police Service. Managed 4 direct reports, leading formal quarterly meetings to discuss new policy implementation, state of the union, discipline, and other administrative functions. Administrated the allocation of Patrol Officers in order to meet federal and provincial regulations.

Key Achievements:

Strategic Leadership

- Formulated strategic plan for service delivery, assessing variables and created strategies to manage efficiency and capacity of community policing.
- Organized and provided action plans to facilitate solutions for Urban Policing challenges such as "Opioid Crisis", dealing with elevated risk incidents and higher volume and nature of calls.
- Developed initiatives for community based policing that improved community relations and devised community programs and events.
- Established a team culture using mentorship, performance reviews, personal development plans and support for career development.

PROFESSIONAL EXPERIENCE (continued)

Police Technology

- Developed business case to create emergency response database and consolidate all emergency policies and documentation.

Emergency Response

- Developed Problem Oriented Police (POP) Unit business case for full time unit implementation with significant results.
- Ensured maintenance of morale of entire division of officers (over 200) during implementation of Patrol Charge files, 12 hour shifts and physical relocation
- Implemented Traffic Safety initiative to strengthen patrol enforcement.

Liaison, Partnerships and Community Engagement

- Initiated partnerships with the New Canadian Centre of Excellence, Downtown Windsor Community Collaborative (DWCC) and Glengarry/Marentette – The Initiative.
- Worked collaboratively with the New Canadian Centre of Excellence to include WPS in the programming of and planning for an International Youth Symposium.
- Built strong relationships with Community Leaders, City Councillors and community members/groups through the emerging Opioid Crisis.
- Re-introduced police presence on Drouillard Place Executive Board after years of no representation and integrated WPS presence into Drouillard Place Youth/Teen Programming.

Critical Incident Commander **2017 - Present**

Command and assess critical incident situations and develop a course of action to mediate and manage risk for the City of Windsor and the Windsor Police Service. Consult with subject matter experts and resources to determine action plan, and clearly communicate such plan to the team. Designated Critical Incident Commander for Ambassador Bridge Blockade in February 2022.

Staff Sergeant/Supervisor – Emergency Services Branch **2016**

Managed and oversaw 18 officers and the daily operation and financial management of the unit. As Officer in Charge provided resources and budget management for the following units; Emergency Services Unit, The Explosive Disposal Unit, The Police Canine Unit and The Marine Unit. Directed the Crisis Negotiators Team and The Mobile Command Post and its operators.

Staff Sergeant/Supervisor – Patrol Response **2014 - 2016**

Managed and served as Officer in Charge of a Uniform Platoon, coordinating the activities of over 45 uniform officers and personnel engaged in providing patrol response services, including 5 supervisors. Collaborated with sergeants to discuss officer performance, discipline, operations of the platoon, and upcoming policies.

Sergeant/Supervisor – Emergency Services Unit **2009 - 2014**
Constable – Investigation (Traffic Follow Up / Criminal Investigation Division) **2009**
Constable – Repeat Offender Parole Enforcement (ROPE) **2006 - 2009**
Constable – Emergency Services Unit- Team Leader **2005 - 2006**
Constable – Emergency Services Unit **2000 - 2006**
Constable – Emergency Services Unit- Trainee **1997 - 2000**
Constable – Patrol Division **1994 - 2000**
Cadet **1993 - 1994**

BOARD & COMMITTEE EXPERIENCE & COMMUNITY INVOLVEMENT

Member, Digital Management Evidence Steering Committee - 2019 - Present
Member, Windsor-Essex Community Opioid & Substance Strategy (WECOSS) Leadership Committee 2019 - Present
Member, Ontario Chiefs of Police (OACP) Emergency Preparedness Committee 2018 - Present

BOARD & COMMITTEE EXPERIENCE & COMMUNITY INVOLVEMENT (continued)

Board Director, New Beginnings Essex County 2018 - Present
Board Director, Drouillard Place 2015 - Present
Chair, Amherstburg Police Transition, Operations Committee 2018 – 2019
Member, Ford City Redevelopment Committee 2015 - 2018
Member, Ford City Safety and Security Committee 2015 - 2018
Downtown Windsor Community Collaborative 2017 – 2018
The Initiative – Glengarry Neighbourhood Renewal 2017 – 2018
City of Windsor Town and Gown Committee 2016 - 2018
City of Windsor Business Improvement Associations 2015 - 2018
Other Volunteer & Dedication Roles:

- **Turtle Club Baseball Executive Board** - Turtle Club Baseball, 2014 – 2015
- **Ontario Minor Hockey Association, Coach** - Windsor Minor Hockey, 2012 - 2015
- **Turtle Club Baseball, Coach** - Turtle Club Baseball, 2008 - 2018
- **Special Olympics Volunteer/Participant** - Special Olympics Ontario, 1993 - Present

EDUCATION & TRAINING

Bachelors of Arts in Sociology
Certificate in Criminology and Criminal Justice
University of Windsor, Windsor, ON

Professional Development & Certifications:

- **Transitions Police Act of Ontario Conference,** November 2019
- **Ontario Associations of Chiefs of Police Conference,** June 2019
- **Rotman School of Management Police Leadership Program (PLP)** – University of Toronto, 2018
- **Association of Canadian Critical Incident Commanders Conference –** Collingwood, ON, 2018
- **Critical Incident Command Course (CIC)** – Canadian Police College, 2017
- **Senior Police Administration Course (SPAC)** – Canadian Police College, 2016
- **Certified Crisis Negotiator** – Canadian Critical Incident Incorporated – 2006
- **Certified Use of Force Instructor** – Ontario Police College – 2005
- **Community Mobilization Seminar**, Windsor, ON, 2014
- **Human Trafficking Seminar**, Windsor, ON, 2013
- **Clandestine Methamphetamine Laboratory Lecture**, Windsor, ON, 2012
- **NTOA Conference Leadership Symposium**, 2011
- **Emotional Intelligence**, Ontario Police College, 2010
- **Front Line Supervisor Course**, Ontario Police College, 2010
- **Managing Service Excellence In Policing**, Ontario Police College, 2009
- **Leadership Development,** Ontario Police College, 2008
- **Bill C24 Designation**, Criminal Intelligence Service Ontario (CISO), 2007
- **Effective Presentations Course**, O.P.P., 2005
- **Advanced Tactical Handgun Operator/Instructor Course**, Sig Arms Academy, 2005

Professional Affiliations

- **Canadian Association of Chiefs of Police –** Member
- **Ontario Association of Chiefs of Police** – Member
- **Windsor Police Association** – Member
- **Ontario Tactical Advisory Board** – Member
- **National Tactical Officers Association** – Member
- **Michigan Tactical Officers Association** – Member
- **Association of Canadian Critical Incident Commanders -** Member